

# **Accessing Member Resources for Wisconsin Medicaid and BadgerCare Plus Information**

Brown Bag Lunch Series  
Natalie Stone ::: September 27, 2016

# Agenda

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- Navigating the ForwardHealth Portal
- Member resources on the Portal
- Member resources on the Department of Health Services (DHS) website
- County consortia
- Member contact information

# Overview

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- Learn how to navigate to specific Wisconsin Medicaid health-related benefits as well as to other non-health-related benefits that can be found on the Portal and the DHS website.
- Learn how to direct your patients to these important resources by becoming more familiar with these resources through this navigational training experience.

# Navigating the ForwardHealth Portal

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The Back button on the browser tool bar is ineffective for navigating through the Portal; instead, do the following:

- Select the Go Back link, when available.
- Click one of the links on the “breadcrumb” trail as illustrated below.

Health Care & Coverage > Health Care Coverage > Medicaid > BadgerCare Plus > Customer Help — Member Updates

- Click the ForwardHealth logo to return to the Portal home page.

# Member Resources on the Portal

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- Links to member benefits and other resources can be accessed directly from the Portal home page. These resources from the Portal may directly link to the DHS website.
- The Members icon links directly to the DHS website where members can find health benefit information through Wisconsin Medicaid, BadgerCare Plus, and non-health-related programs.
- In the Members quick links box, the following links are available:
  - Member Information.
  - Find a Provider.
  - Member Contacts.

# Member Resources on the Department of Health Services Website

The screenshot shows a web browser window displaying the ForwardHealth website. The address bar shows the URL <https://www.dhs.wisconsin.gov/forwardhealth/index.htm>. The browser's address bar and tabs are visible at the top. The website header features the Wisconsin Department of Health Services logo and a search bar labeled "Search Wisconsin DHS". Below the header is a navigation menu with categories: About DHS, Data & Statistics, Diseases & Conditions, Health Care & Coverage, Long Term Care & Support, Prevention & Healthy Living, Partners & Providers, and Certification, Licenses & Permits. A "Topics A-Z" navigation bar is also present. The main content area shows a breadcrumb trail: Home > Health Care & Coverage > Health Care Coverage > ForwardHealth. The title "ForwardHealth" is prominently displayed, followed by social sharing options (Print, Email, ShareThis) and the ForwardHealth logo with the tagline "Wisconsin serving you". A paragraph of text explains that ForwardHealth brings together various health care and nutritional assistance programs to improve health outcomes. Below this, a note states that information is organized into four categories, with a tabbed interface below it.

# County Consortia

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- A consortium is made up of a group of county income maintenance (IM) agencies that review a member's application and determine a member's enrollment for any of the Wisconsin Medicaid and BadgerCare Plus health benefits and non-health benefits.
- Members can find the contact information of all the county consortia by going to the How to Apply — Income Maintenance (IM) Agencies page of the DHS website at [www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm](http://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm).

# Member Contact Information

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- ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/)
- Member Services at **800-362-3002**
- Member Enrollment at [ACCESS.wi.gov](http://ACCESS.wi.gov)
- Managed Care Ombudsmen **800-760-0001**

**Thank You**

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